DEEPIKA SATHIYARAJAN

Programmer Analyst

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Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

EXPERIENCE

Cognizant Technology Solutions *April 2018 - Present*

Programmer Analyst

Application Support (Order Management – AOMS/ICAP&InterCO)

- Worked on JBOSS Server upgrade/Migration for AOMS and ICAP applications.
- Worked on SQL Migration for the ICAP applications.
- Take Ownership of Operational issues and perform both short-term resolution and long-term solution.
- Complete root cause analysis of the defects/errors that stop the order flow process.
- Provide support for the testing of new and existing items under development and consideration.
- Tracked, logged and responded to support tickets. Performed user account maintenance, managed incidents and provided resolution for end-user's technical challenges.
- Ensure coverage and support of all critical service management services: Incident management, Change management, Problem Management.
- Monitor applications for any performance Issues.

EDUCATION

Panimalar Engineering College, Chennai. *Aug 2013 - May 2017*

Bachelor of Engineering

Electronics and Instrumentation Engineering

CGPA: 8.18

St. Charles Matric Higher Sec School *June 2012 - May 2013*

12th

Specialization: Biology

Percentage: 91.33%

St. Charles Matric Higher Sec School *June 2010 - May 2011*

10th

Percentage: 92.2%

SKILLS

- Language: Java and SQL, Basic of C++, Python and R
- Tool: Open span / PEGA (RPA Tool), Jupyter Notebook, R Studio, Microsoft SQL Server Management, RedHat Jboss developer studio.
- MS Office
- Operating system-Windows

CERTIFICATIONS

PEGA Robotics Automation Architect Essentials *October 2018*
PEGA

Data Science *December 2020 - Present*
IBM
Pursuing Data Science course certified by IBM through SimpliLearn online Platform.

PROJECTS

Comcast Telecom Consumer Complaints

- Comcast is an American global telecommunication company.
- The given dataset had public customer complaints filed against Comcast.
- Analysis was made by importing the data file in R environment.
- Since the firm has been providing terrible customer service analysis was made to find which complaint types are maximum, which state has the maximum complaints, which state has the highest percentage of unresolved complaints, percentage of complaints resolved till date.
- Stacked Bar charts were implemented using the data visualization techniques in R to simplify the information.

Retail Analysis with Walmart Data

- One of the leading retail stores in the US, Walmart, would like to predict the sales and demand accurately.
- The given dataset had sales data available for 45 stores of Walmart.
- Analysis was made by importing the data file in Jupyter Notebook (Python).
- Walmart runs several promotional markdown events throughout the year. Some holidays have a negative impact on sales. Analysis was made to find which store has the maximum sales, which store has good quarterly growth rate, found comparison of holidays which have higher sales than the mean sales in non-holiday season for all stores together.
- Stacked Bar charts were implemented using the data visualization techniques in Python to simplify the information. Prediction models to forecast demand for the stores using Linear Regression were built.

Analysis with Health Insurance Data

➢ Fin Man is a financial services company that provides various financial services like loan, investment funds, insurance etc. to its customers. Fin Man wishes to cross-sell health insurance to the existing customers who may or may not hold insurance policies with the company.

➢ The given dataset had information regarding holding policies of the customer. Libraries such as matplotlib, pandas, NumPy and seaborn has been used.

➢ Analysis was made by importing the data file in Jupyter Notebook (Python). Data cleaning and data inspection and Exploratory data analysis was made, further model has been built. Model was created using Decision Tree under classification model to predict response of the customers who will/ will not hold insurance policy.

LANGUAGES

English & **Tamil** (Speaking, Reading and Writing)